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STATE FIRE MARSHAL

**Important! Please have this notice translated immediately.**

**¡Importante! Por favor haga traducir este aviso inmediatamente.**  
**Importante! Fate tradurre questo avviso immediatamente.**  
**Prè impòtan! Fè tradui nòt sa a tousuit.**  
**Important! Faites traduire cet avis immédiatement.**  
**Importante! Mande traduzir este aviso imediatamente.**

**QUAN TRỌNG ! CẦN DỊCH CÁO THỊ NÀY LIỀN**

**重要！請立刻將本通知翻譯成中文。**

**ສຳຄັນ ! ຈົ່ງຮັບແປ ການປະກາດນີ້ ໂດຍດ່ວນ**

**Կարեւոր. այս յայտարարութիւնը անմիջապէս թարգմանել տուէք:**

**Προσοχή! Δώστε να σας μεταφράσουν αμέσως αυτή την ανακοίνωση.**

**សំខាន់! សូមបកប្រែនៅការប្រកាសនេះជាបន្ទាន់**

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**MEMORANDUM**

**TO:** Department of Fire Services Licensees

**FROM:** Glenn M. Rooney, Esq., Deputy General Counsel

**DATE:** September 30, 2020

**RE:** Remote License Suspension/Revocation Hearing Procedures

Because of the COVID-19 pandemic and a state of emergency put in place by Governor Baker, most state agencies, including the Department of Fire Services, are holding remote hearings, which means some or all of the people participate by video or phone. During this state of emergency related to COVID-19, your licensing hearing will move forward as scheduled and will be conducted remotely using the video conferencing platform provided by Cisco WebEx. When the above referenced Executive Order is terminated, hearings will resume in person. Read below to know how to prepare for a remote hearing.

**How do I contact the Department of Fire Services regarding my hearing?**

Contact the Department of Fire Services' Deputy General Counsel, Glenn Rooney, regarding your hearing at 978-567-3183 or [glenn.rooney@mass.gov](mailto:glenn.rooney@mass.gov)

**What if I cannot join at the scheduled hearing time?**

You must have a good reason why you cannot participate at the scheduled time and you must tell the Department of Fire Services as soon as possible after receiving your notice.

**What if I do not have internet or a phone?**

Contact the Department of Fire Services as soon as possible. The Department may, in its sole discretion, schedule you for an in-person hearing (following all applicable public health guidelines) at the Department of Fire Services Stow campus.

**Will the Department of Fire Services tell me how to join the remote hearing?**

Yes, the Department of Fire Services will send an email to all parties (you, the Compliance Officer who investigated your case or the local Fire Department) prior to the hearing that contains a WebEx invitation and details the process on how to access the hearing remotely. **You must contact the Department of Fire Services immediately to provide your email address to the Department staff.**

**How to Get Ready If Your Remote Hearing is by WebEx**

- Make sure you have a good internet connection
- Charge your computer or mobile device
- If you are calling in by phone, make sure you have enough minutes
- If you have a limited number of minutes on your mobile device, you must inform the Department
- A telephone (landline or cellular) may be used to participate in a WebEx hearing. The Department will give you the call in information along with the meeting ID and passcode.
- Use earbuds or headphones with a built in microphone, if you can. This frees up your hands and improves sound quality.
- Contact the Department if you wish to present evidence, either through a witness or with documents or photos.

**Get Your Space Ready**

- Find a quiet place where no one will interrupt you.
- Have all your papers and documents ready, including a list of what you want to present at your licensing hearing.
- Know what time your hearing starts and how to log on or what number to call.

**Video Tips**

- Set the camera at your eye level. If using a phone, prop it up so you can look at it without holding it.
- Look at the camera, not the screen, when you speak.
- Sit in a well-lit room, not too dark, not too bright. No bright lights or windows behind you.

**Audio Tips**

- Follow the rules that the hearing officer provides at the start of the hearing
- Press the unmute microphone button before talking
- Pause before speaking in case there is any audio/video lag.
- Talk slowly and do not interrupt.
- Mute yourself when not speaking to improve sound quality and limit background noise.

**What should I expect during the hearing?**

- The hearing officer will make sure you can hear and talk and go over all the rules
- If on a videoconference, you can choose either speaker view, where the person speaking will be displayed or gallery view to see all participants.
- Your hearing is live and will be recorded. Everyone participating can hear what you say.

**What happens if I have technical difficulties?**

- If your WebEx session ends or your video feed freezes, you should immediately follow the steps to log back in (i.e. click on the WebEx link or enter the meeting ID and passcode)
- If you continue to experience connection problems and cannot log in to another (different) device, you can dial in to the conference and participate without video.

**IMPORTANT**

- You may be connecting from home, but it is still an administrative hearing. You may not record during, or take photos or screenshots of, the proceedings without first seeking permission from the hearing officer.
- All remote hearings will be conducted as if they were in person pursuant to the State Administrative Procedures Act, Massachusetts General Laws Chapter 30A and the Adjudicatory Rules of Practice and Procedure, 801 CMR 1.02 and 1.03, regarding informal hearings will apply.